



DEPARTMENT OF THE NAVY

COMMANDER
NAVY REGION, MID-ATLANTIC
1510 GILBERT ST.
NORFOLK, VA 23511-2737

IN REPLY REFER TO:
COMNAVREG MIDLANT
INST 2060.1
PDIT
20 APR 2005

COMNAVREG MIDLANT INSTRUCTION 2060.1

Subj: MANAGEMENT OF TELEPHONE/CELL PHONE/PAGER SYSTEMS AND SERVICES

Ref: (a) SECNAVINST 2305.11A
(b) OPNAVINST 2060.8
(c) DODINST 5500.7-R
(d) CNI ltr 2000 Ser CNI/719 of 22 Nov 04

Encl: (1) Long Distance Toll Call Record
(2) Cell Phone Request
(3) Custody Receipt for Federal Cell Phones

1. Purpose. To establish a Telephone/Cell Phone/Pager Management Program.

2. Background. Improper use of government telephones and cell phones obligates the Navy to spend funds for telephone calls made for other than "official business." Other deficiencies found throughout the Navy have resulted in:

a. Payment of billings for telephone lines which were no longer in use and for special purpose equipment, which could not be located.

b. Inadequate reviews to ensure services in use were justified.

c. Insufficient verification of charges before bill certification.

d. Inadequate user education programs in effect.

e. Long distance and directory information calls for other than "official business."

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3. General

a. Directory information "411" and "555" calls are billed to the command; minimize their use.

b. Defense Switched Network (DSN) can be accessed by dialing "8" on "444, 445, and 322" prefixes, "6" on "462" prefix, "84" for "836", "433", "492", and "887" prefixes, and "75" then "8" for "421" prefix.

c. Unauthorized calls/use is defined, as any call made "for unofficial business in a personal capacity." Desktop and cellular users may use the phone for "authorized purposes" providing the personal use does not create "significant additional expense" to the government. "Authorized purposes" shall also include reasonable calls home made by employees, while traveling on official business, to notify family of official transportation, schedule, or emergency situational changes.

4. Action

a. All personnel shall:

(1) Familiarize themselves with the regulations and instructions for users contained herein.

(2) Have needed facts and reference materials at hand prior to placing a long distance call. Keep long distance calls short, normally under 10 minutes. Log all long distance calls on Long Distance Toll Call Record provided as enclosure (1). Records should be retained by customers for a minimum of three years and available to PD IT if requested.

(3) Use DSN to reach points where such facilities are available in lieu of commercial toll networks.

(4) Make every attempt to use DSN to make official calls or calling cards when away from your duty station on government business.

(5) Obtain Department Head's approval for all long distance calls using commercial tolls (includes accepting incoming collect calls).

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(6) Check the Verizon Telephone Directory prior to dialing "411" for information. For those numbers not listed in the directory for which a call must be placed to "411," make a note of the number in a quick reference telephone number locator to be used for future calls.

(7) Pay for unauthorized calls via check or money order as part of the monthly certification process for both cell phones and desktop services.

(8) Report telephone trouble calls and requests for new service and/or modifications to existing service to the Help Desk at 444-HELP (4357).

(9) Report all cell phone and pager problems to the Help Desk at 444-HELP (4357). All departing/incoming personnel assigned a cell phone or pager must check in and out with Program Director, Information Technology (PDIT), Information Services Division (PDIT3C), Bldg. KBB, Naval Station, Norfolk for issuance and return of cell phones.

(10) New personnel, personnel not assigned a cell phone and requiring one, must submit a signed Cell Phone Request Form provided as enclosure (2) through their Chain of Command.

b. Installation Commanders (ICs), Program Directors (PDs), IC/PD Department Heads, and Special Assistants shall:

(1) In accordance with references (a) through (d), ensure all personnel are indoctrinated in the proper use of government telephones, long distance service, and cell phones, and that they are aware directory assistance (411 and 555) calls are charged to the command. Assign a custodian to act as their representative for validation of all cell phone and desktop services. Provide name to PD IT, Information Services point of contact via E-Mail at becky.coner@navy.mil.

(2) Ensure personnel are made aware that all telephone lines, long distance services, cell phones, and pagers shall be used for "official business" only. Authorized users for both desktop and cellular services are responsible for reimbursing the government for unauthorized use (including by other individuals) or unauthorized charges.

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(3) Ensure personnel are made aware that use of cell phones in government vehicles is strictly prohibited unless the vehicle is parked, or hands-free accessories are in use. Procurement of hands-free accessories is at the discretion of ICs/PDs, and IC/PD Department Heads and Special Assistants. This equipment is not funded under Commander, Navy Installations Command (CNI) or PD IT.

(4) Ensure DSN service is used in preference to commercial long distance calls. Approve all commercial long distance calls and incoming collect calls made on telephones located in their offices. This applies to desktop telephones and facsimile (FAX) lines.

(5) Cell phones will be issued to individuals and will not be turned over by the assigned user to his/her relief/replacement. They are to be returned to PD IT, Information Services Division (PDIT3C), Bldg. KBB, Naval Station, Norfolk, for re-issue upon departure of personnel. PDs/ICs/Department Heads desiring relief/replacements to be issued a cell phone/pager must submit request form provided as enclosure (2). Cell phone requests must be signed by the employee, with validating signatures from the immediate Supervisor, PD/IC Department Head, and the PD/IC, as outlined in reference (d). Upon approval and receipt of cell phone/pager, ensure enclosure (3) is provided to maintain accountability records.

(6) Review PD/IC cell phone requirements annually to ensure validity, return all unassigned units to PD IT for reissue or cancellation. Submit requests for additional cell phones to PD IT with a written justification for "official business" use.

(7) Ensure that all lost and stolen cell phones and pagers are reported to PD IT, Information Services Division (PDIT3C) at 444-6343 or 444-HELP (444-4357), immediately. Submit requests for replacement units to PD IT, Information Services Division (PDIT3C), Bldg. KBB, Naval Station, Norfolk, accompanied with a completed Financial Liability Investigation of Property Loss report (Form DD 200). Authorized users are responsible for reimbursing the government for the purchase price of a lost or stolen cell phone or pager, if the loss or theft was due to their negligence.

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(8) Retain a yearly record of approved toll calls using enclosure (1) to include FAX toll calls. Validate usage for desktop lines, FAX machines, and cell phones upon receipt of monthly billing from PD IT. Monetary repayment of unauthorized calls for a user, totaling in excess of five dollars per monthly billing cycle, is required. Monetary repayment must be in the form of a money order or personal check endorsed to "Treasurer of the United States." Continued unauthorized calls, in addition to required repayment, should be considered for disciplinary actions in accordance with Navy and HRO directives.

(9) Contact PD IT, Information Services, (757) 444-6343 at the pre-planning stage for any Command/Departmental moves, adds, or changes, including new construction. Allow for a minimum 45-day window for all large projects whenever possible. Assist PD IT with identifying available sources of funding for large internal or building-to-building moves, and establish internal IC/PD policy dictating that telephone numbers will change when personnel move to avoid unnecessary cost to the government for relocation of dial tone.

c. PD IT will:

(1) Establish and maintain management control procedures to ensure billings for lines and services are accurate.

(2) Review and provide copies of monthly toll call billing to Commands/Department Heads for validation on all desktop lines and FAX machines. Review detailed cell phone and pager billing information monthly for excessive and/or questionable usage and provide copies to the assigned IC/PD Custodians for validation of usage.

(3) Initiate action to process the monetary repayment when notified by the IC/PD Custodians of an unauthorized long distance telephone call.

(4) Monitor directory information calls and periodically notify ICs/PDs/Department Heads of costs incurred.

(5) Receive, review, and request CNI approval for all new cell phone requirements as submitted via Chain of Command. Upon approval/disapproval PD IT will issue the cell phone or notify the applicable IC the reason for disapproval.

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(6) Review proposed changes to telephone service and/or equipment to determine the best alternatives for the least cost.

(7) Prepare Telephone Service Request including estimated cost, and submit to Naval Computer and Telecommunications Area Master Station Atlantic (NCTAMS LANT), Base Communications Office (BCO).

(8) Process all repair calls for telephone service except for pagers and cell phones.

(9) Consolidate telephone requirements and submit unfunded requirements.

(a) Attend planning meetings for all large internal reorganizations and building-to-building moves to include new construction. Notify PD IT, Information Services point of contact via E-Mail at becky.coner@navy.mil or phone 444-6343.

(1) Provide government cost estimates to assist ICs/PDs/Department Heads with identifying funding sources.

(2) Ensure Commander, Naval Facilities Engineering Command, Atlantic (NAVFAC LANT) and Naval Facilities Engineering Command, Mid-Atlantic (NAVFAC MIDLANT) projects include outside telephone cable facilities and internal wiring and terminations for all large projects and new construction.

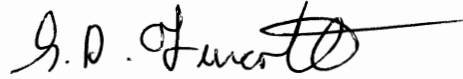
(3) Coordinate all facets of the project with NCTAMS LANT BCO, and/or outside vendors, oversee implementation, and provide training to end-users as applicable.

(b) Establish and maintain management control procedures to provide reasonable assurance that each department receives adequate telephone service in the most cost-effective manner.

(10) Provide NCTAMS LANT BCO an updated list of essential lines to remain active in the event of disasters, and a 24-hour call-back list of lines that must be functional at all times, and therefore must be repaired immediately.

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5. Forms. COMNAVREG MIDLANT (PD IT) Form 2060/1 (New 03-05), Long Distance Toll Call Record, and COMNAVREG MIDLANT (PD IT) Form 2060/2 (New 03-05), Cell Phone Request; and COMNAVREG MIDLANT (PD IT) Form 2060/3 (New 03-05), Custody Receipt for Federal Cell Phones and Pages are stocked by PD IT.



S. A. TURCOTTE

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IC/PD Custodian Signature

COMNAVREG MIDLANT (PD IT) 2060/1 (New 03-05)

Enclosure (1)

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CELL PHONE REQUEST

Date: _____

PD/IC/Department/Function: _____

Justification:

Employee: _____
(signature/date)

Supervisor: _____
(signature/date)

*Signature acknowledges concurrence with requirement.

Department Head: _____
(signature/date)

*Signature acknowledges concurrence with requirement.

PD/IC: _____
(signature/date)

*Signature acknowledges concurrence with requirement.

Please FAX signed request to PD IT, Information Services at 445-7936.

COMNAVREG MIDLANT (PD IT) 2060/2 (New 03-05)

Enclosure (2)

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Information Services (PDIT3C): _____
(signature/date)

Deputy PD IT: _____
(signature/date)

Approved() Disapproved()

Explain decision and forward to PD IT if disapproval is recommended.
If approved, forward to PDIT3C for action.

PD IT: _____
(Signature/date)

Approved() Disapproved()

Return to Deputy PD IT for disposition.

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CUSTODY RECEIPT FOR FEDERAL CELL PHONES

I, _____, by signing, acknowledge full responsibility to abide with **GOVERNMENT REGULATIONS** concerning official use of **GOVERNMENT-ISSUED** cell phones and pagers. All issued cell phones and pagers will be used for **OFFICIAL USE ONLY**. Cell phone and pager bills will be closely monitored on a monthly basis by Commander, Navy Region, Mid-Atlantic, Program Director, Information Technology (PD IT) and all Program Directors and Installation Commanders. **PENALTY FOR EXCESSIVE OR IMPROPER USE CAN RESULT IN THE LOSS OF CELL PHONE or PAGER PRIVILEGES, repayment of unauthorized charges, and administrative/disciplinary action.** The cell phones and pagers will be issued by PD IT, Information Services Division (PDIT3C), Bldg. KBB, Naval Station, Norfolk.

NOTE:

If cell phone or pager is lost, stolen, or damaged, notify PD IT at 444-6343, or the Help Desk at 444-HELP (444-4357).

Cell phones and pagers will be returned to PD IT, Information Services Division (PDIT3C), Bldg. KBB, 1653 Morris St., Naval Station, Norfolk **prior to detachment** for reissue or cancellation. If cell phones are not returned at the time of detachment, the phone bill will be forwarded to your next command for your payment of any unauthorized usage charges.

Endorsed by: _____
Commander, Navy Region, Mid-Atlantic

Name: _____

Date: _____

Command: _____

Building #: _____

Supervisor: _____